

State Enhanced 9-1-1
Advisory Committee
Meeting Minutes
March 25, 2004

Members Present:

Vice Chair, Steve Reinke, *Rural Counties - East*
Mike Akin, *Association of Washington Cities - West*
Dan Aycock, *Member at Large*
JoAnn Boggs, *Rural Counties - East*
Dave Cowardin, *Washington State Association of Fire Chiefs*
Jack Cvitanovic, *Department of Health (DOH)*
Marlys Davis, *King County*
Jon Kaino, *Washington State Association of Counties - West*
Marty Knorr, *Washington State Patrol (WSP)*
Chris Mace, *Washington Association of Sheriffs and Police Chiefs*
Jeanne Massingham, *Washington State Emergency Management Association (WSEMA)*
Lynn Mell, *Wireless Carrier - T-Mobile USA*
Lorlee Mizell, *Urban Counties - East*
Jim Quackenbush, *National Emergency Number Association (NENA)*
Terry Stapleton, *Washington Independent Telephone Association (WITA)*
Eric Torgeson, *Verizon*
Markus Volke, *Qwest*

Alternate Members Present:

Peggy Fouts, *Association of Public-Safety Communications Officials (APCO)*
Stephanie Fritts, *Rural Counties - West*
Ron McAfee, *Urban Counties - West*
Patti VonBargen, *Association of Washington Cities – East*

Guests Present:

Ben Keller (*Garfield*), Kathy Miller (*Qwest*), Steve West (*Pend Oreille*), Keith Flewelling (*Clark*), Deanna Wells (*Cowlitz*), and Deborah Minter (*Walla Walla*).

County Coordinators Present:

Patti VonBargen (*Asotin*), Naomi Riggins (*Clallam*), Roger Trump (*Columbia*), Cindy Barnd (*Cowlitz*). Dennis English (*Douglas*), Rose Parr (*Ferry*), Virginia Boyd (*Garfield*), Mary Allen (*Grant*), **Peggy Fouts** (*Grays Harbor*), Tom Shaughnessy (*Island*), Tracy Stringer (*Jefferson*), **Marlys Davis** (*King*), **Ron McAfee** (*Kitsap*), **Steve Reinke** (*Kittitas*), Shirley Chapple (*Klickitat*), Kate Rico (*Lewis*), Dee Ann Edwards (*Lincoln*), **Mike Akin** (*Mason*), Kim Scott (*Okanogan*), **Stephanie Fritts** (*Pacific*), **JoAnn Boggs** (*Pend Oreille*), Deb Welsh (*Skagit*), Debby McCanna (*Stevens*), **Jim Quackenbush** (*Thurston*), Dan Bardsley (*Wahkiakum*), **Dan Aycock** (*Walla Walla*), **Patti VonBargen** (*Whitman*) and Wayne Wantland (*Yakima*).

State Office Staff Present:

Bob Oenning, Kurt Hardin, Catherine Bartholomew, Dave Irwin, William Boyd, and Teresa Lewis.

ACTION ITEMS from March 25, 2004 Meeting

- ♦ ***Jim Quackenbush motioned to approve the minutes from the February 19, 2004 meeting as written. Dave Cowardin seconded the motion. The motion carried.***
- ♦ ***A definition of the At Large position is being drafted by the State Office and will be presented at the April Advisory Committee meeting.***
- ♦ ***Mike Akin motioned to accept the proposed language change to Article VII, Section 2, Subcommittee memberships. Patti VonBargen seconded the motion. The motion carried.***
- ♦ ***Jeanne Massingham motioned to have the Advisory Committee By-Laws resent for publication purposes and then voted on and possible adoption at the May 2004 E911 Advisory Committee meeting. Jon Kaino seconded the motion. Motion carried.***
- ♦ ***The State Office will send out the revisions to the by-laws within the 25-day publication period.***
Completed – Emailed out on March 29, 2004 by the State Office
- ♦ ***The State Office has been asked to define 'good faith effort' in a letter to the Counties about service agreements and wireless cost recover. The State Office will work with the Assistant Attorney General's office on this issue.***
- ♦ ***Kurt Hardin stated that a letter is being drafted by the State Office on carrier cost recovery. That letter should be ready to go out to the carriers with a copy to the County Coordinators regarding this issue.***
- ♦ ***Marlys Davis stated that King County's re-bid policy would be forwarded to the County Coordinators.***
Completed – Emailed out on April 2, 2004 by the State Office. See [ENCL 9].
- ♦ ***Kurt Hardin stated that a meeting would be scheduled with the State Department of Revenue to determine where the local county tax is going, if it is being collected, and what action to take if the local tax is not being collected.***

Welcome and Introductions:

Steve Reinke called the meeting to order at 9:45 a.m. Members and guests introduced themselves.

Review and Approval of the Minutes (February 19, 2004): ***Jim Quackenbush motioned to approve the minutes from the February 19, 2004 meeting as written. Dave Cowardin seconded the motion. The motion carried.***

Old Business:

The Advisory Committee requested that the State Office discuss the *At Large* position during the March County Coordinator Forum. The County Coordinators discussed the issue and requested the State Office draft a definition of the *At Large* position. A definition of the *At Large* position will be presented at the April Advisory Committee meeting.

The proposed changes for the E911 Advisory Committee By-Laws **[ENCL 1]** were sent out 25 days in advance as required. There was a question about the language on Article VII, Section 2, Subcommittee memberships. Discussion ensued regarding the unclear language. After some discussion the following proposed language was presented to replace the current language:

'Subcommittee membership shall include a representative of the E911 Advisory Committee that shall be appointed by the Advisory Committee Chair. Committee membership is not

limited, except that no county shall be represented by more than one individual on any single subcommittee and the County 911 Coordinator shall approve that individual.'

Mike Akin motioned to accept the proposed language change to Article VII, Section 2, Subcommittee memberships. Patti VonBargen seconded the motion. The motion carried. The State Office will send out the revisions to the by-laws within the 25-day publication period. **Jeanne Massingham motioned to have the Advisory Committee By-Laws resent for publication purposes and then voted on and possible adoption at the May 2004 E911 Advisory Committee meeting. Jon Kaino seconded the motion. Motion carried.**

SUBCOMMITTEE REPORTS:

Wireless – Marlys Davis:

FCC Report – Marlys reported that FCC Chairman Michael Powell spoke at one of the National Emergency Number Association (NENA) Critical Issue Forums on February 23, 2004. He discussed some the changes in the telecommunication industry and how that will be affecting 911. He also predicted that the nations Global Analog Infrastructure would move to a digital IP based data communications capable platform in the future.

Wireless Number Portability – The FCC reported that they have received over 6000 complaints from customers. The majority of those complaints stem from delays in porting from one wireless carrier to another. The FCC has issued a notice for requirements for reporting outages. They will be expanding the requirements to include wireless, cable, and satellite telecommunications and in addition they are requiring all companies to electronically report to the FCC all significant outages. For wireless carriers, that means that they will have to report any outages lasting longer than 30 minutes. On, March 25, 2004 the FCC is holding a summit on Emergency Communications and Homeland Security, focusing on with the disability community. The focus of this summit is to concentrate on communication barriers facing people with disabilities during a national emergency or terrorist event.

Phase I and Phase II Service Agreements – Marlys stated that there has been a report that at least one wireless carrier is refusing to sign service agreements where cost recovery is not included. Per the State Office that is not a good faith effort in having signed agreements, so that carrier would not be eligible for funding. There have also been reports that counties want all carrier cost recovery language removed from the service agreements. Marlys stated that this should not happen. Again, per the State Office this is not showing a good faith effort in having signed agreements and could result in loss of funding to those counties.

The State Office has been asked to define 'good faith effort' in a letter to the Counties about service agreements and wireless cost recover. The State Office will work with the Assistant Attorney General's office on this issue. Kurt Hardin stated that the Wireless funds are over expended, however some counties are turning back moneys that where not used for wireless issues will be available for carrier cost recover. Hopefully the wireless balance will balance out positive in the near future. The State Office, WA Military Contract Specialist, and two of the Assistant Attorney Generals will meet on Monday, March 29, 2004 to review the Carrier Cost Recovery contract for acceptability. Once the contract has been approved, it will be sent out to the carriers for their review and approval. If there are any wireless funds available as of June 30, 2004, those will be used for any carrier cost recovery. Kurt Hardin stated that a letter is being drafted by the State Office regarding carrier cost recovery. That letter should be ready to go out to the wireless carriers with a copy to the County Coordinator regarding this issue.

Marlys Davis presented the Phase I **[ENCL 2]** and Phase II **[ENCL 3]** county status color charts. Information updates should be sent to Lorri Hergert at L.Hergert@emd.wa.gov. Information can be accessed on the website located at <http://emd.wa.gov/2-e911/wireless/04-cvr-maps.htm>.

Default Routing by MSC – Marlys reported that the Washington State Patrol (WSP) training has been completed and is ready with MSC level default routing. Cingular, Verizon, and Nextel have changed their programming so default calls will now go to WSP (Bellevue). Sprint is stating that they do not have an MSC level default. Marlys is still waiting to hear from the other three carriers when they are complete. Marlys stated that the list with all the counties and their default wireless PSAP (minus the 10-digit number) was given to the carriers. The carriers were asked to verify their programming where defaulting is based on the PSAP trunk group to make sure that the PSAPs listed are correct.

Marlys reported that there are some carriers are still providing the latitude and longitude of the cell tower on Phase II calls where the location has not been determined. The confusion for the telecommunicator is whether the latitude and longitude is for the cell tower or the caller. The carriers are working with Intrado on fixing the issue, and Marlys will keep everyone posted when a solution has becomes available.

Some PSAPs are again reporting dead air at the beginning of a call from Verizon Wireless calls. Call Receivers have reported up to 45 seconds of silence before they hear the caller. The reason is unknown at this time. There may be an issue with GPS equipped handsets. When the GPS chip is talking to the satellites (gathering the latitude and longitude) the handset cannot function properly. It is postulated that while gathering this information the handset cannot communicate with the cell tower. It may be limited to one brand and model of handsets.

Marlys reported that there have been some questions on re-bids for Phase II. The recommendation is that on every Phase II call that you do at least one re-bid for location. Marlys stated that King County's re-bid policy would be sent out to the County Coordinators for reference.

Prepaid wireless is becoming more popular. More people like the idea having a cell phone without a wireless carrier contract. The prepaid wireless tax is collected at the time the phone is purchased and each time the owner purchases more minutes as part of the cost. The FCC requires all phones (including prepaid) to meet the Phase I & II standards. Marlys stated that the wireless workgroup would be researching how this tax is distributed to counties and state. Kurt Hardin stated that a meeting would be scheduled with the Department of Revenue to find out where the local county tax is going, if that is being collected, and what action to take if the local tax is not being collected.

VoIP is growing within Washington State. There are now four companies offering VoIP that we know of in Washington. Three out of the four offer service for business use only routing through a PBX. The other company is offering residential service. At this point there is no 911 service with VoIP. The Wireless workgroup is suggesting a separate workgroup to deal with VoIP if the issue grows.

Strategic Planning – Wayne Wantland:

Wayne announced that the subcommittee had their second meeting March 24, 2004. He stated that the subcommittee identified the key components of the Strategic Plan. The subcommittee decided to format the Strategic Plan to be geared more towards the E911 State Office rather than the Advisory Committee. The Strategic Plan will have three main categories. The first category is Legislation (looking at the components of the legislation as it addresses the strategic plan). Under legislation there are two sub-categories – Funding (determining whether the counties are receiving an adequate level of funding and if not what should be done to change it) and Language (determine language changes needed to address emerging technologies). The second category is E911 Systems Enhancements (determining what is needed to modernize the E911 network on a statewide basis to

meet the demand of new technologies and to hopefully control costs). The third category is On-Going Goals of 911 (tasks that are needed to help define the obligations of the State Office support of the E911 program). The next meeting will be on April 14, 2004, the day before the next Advisory Committee. There was a question about extending the life of the E911 Advisory Committee. It is due to sunset in December of 2006. Wayne stated that would be looked into.

STATE OFFICE REPORTS:

Financial Status:

Kurt Hardin stated that the counties are spending the 911 funds. Catherine Bartholomew presented the E911 state fund balances through January 31, 2004 **[ENCL 4]**. This slide shows the biennium budget **[ENCL 5]**. There was a question regarding the status of the County payments, which have been falling behind the normal schedule. Kurt stated that there was a 124-payment backlog, which had been reduced to 57 during the past three weeks. Of those 57, 12 payments have issues (waiting for documentation). Kurt asked the counties to please contact him if they have not received a payment in the next ten days.

Legislative Issues:

911 Legislation – Bob Oenning noted that Senator Burns from Montana stated that Senate Bill 1250 would be voted on soon.

FCC – Bob Oenning announced that Voice over Internet Protocol (VoIP) is a big issue. There is a push to have the entire 911 system move over to VoIP protocols. One of the biggest issues regarding this solution is security.

NEW Business:

Peggy Fouts handed out three documents regarding APCO's stands on some issue that are currently being addressed. 1) APCO Statement regarding Summary Findings of the NENA SWAT E911 Stakeholders' Initiative **[ENCL 6]**; 2) APCO Embraces 3-1-1 Call Centers **[ENCL 7]**; 3) Statement of the Association of Public-Safety Communications Officials International Regarding Internet Telephony **[ENCL 8]**.

Marty Knorr, Washington State Patrol (WSP) Communications mentioned a new Governor Locke initiative. WSP is to implement a statewide Amber Alert Web Portal (AAWP). The AAWP uses new technology that will provide a more efficient, effective Amber Alert notification system. It automatically sends a page, fax, e-mail, or cell phone text message and provides information on a website when an amber alert is activated, updated or canceled.

The website consists of two parts. There is a website for subscribers, to include the public, to view the latest amber alert information. The second part allows any law enforcement agency to access a secure website to initiate, update or cancel an amber alert.

In order to accomplish this, the law enforcement agency must have an amber alert plan that uses the new standard, statewide criteria and is approved by the SECC, or have a Memorandum of Agreement (MOA) with another law enforcement agency that has an approved plan. By January 1, 2005 if a law enforcement agency does not have an approved plan or have a MOA with an agency that does, the WSP will act as the approval authority to use the website. The WSP is also prepared to activate an alert for any law enforcement agency requesting assistance. AAWP is not meant to replace, but rather supplement current amber alert plans. The AAWP is for statewide alerts and is the only way to use Emergency Alert System (EAS), Department of Transportation (DOT) highway signs and radios or other statewide notification means can be used. WSP will use a train-the-trainer approach in familiarizing all agencies on how to use the website. The goal is to develop a production website by

April with initial implementation for WSP and a limited number of agencies by May. Roll out for all agencies are expected to occur over several months.

Steve Reinke presented Naomi Riggins, E911 Coordinator for Clallam County, with a plaque for her on-going dedication to the E911 community and her service as the Vice Chair on the E911 Advisory Committee.

Jim Quackenbush requested assistance from anyone interested working with the Department of Licensing (DOL) and Department of Information Services (DIS) in blocking this new DAC program. Basically, DOL wants to do away with the human contact on drivers and license plate checks. DOL has hired a company to help implement this program. There is a large concern regarding this program and the security of it regarding people's information. Jim Quackenbush will be drafting a letter to address this issue and then circulating for review.

There was announcement to make sure you meet the deadline for pre-register, which is May 1st for the NENA Annual Conference in June 2004 in Tampa, Florida.

The next meeting will be held THURSDAY, APRIL 15, 2004 at THE RADISSON SEATAC HOTEL.